

# WELCOME TO YOUR NEW CHILDCARE VOUCHER PORTAL



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# 1. Introduction



Welcome to your personal Childcare Vouchers by Sodexo online account. The childcare voucher portal has been created to help you easily manage your childcare voucher scheme.

This document helps you understand how the website works by providing a 'step by step' guide.

We are always here to help you, so please do not hesitate to call us on 0800 328 7411 or email [customercare.br.uk@sodexo.com](mailto:customercare.br.uk@sodexo.com)

## 2. How to register for an account

### Step 1 - Click 'Set up a Scheme'

Visit:

[www.uk.childcare-vouchers.sodexo.com](http://www.uk.childcare-vouchers.sodexo.com),  
enter a user name, your email address and  
choose a password.

Childcare Vouchers by **sodexo**

**Register for a childcare voucher service by Sodexo**

Please use the form below to create a new employer account.  
If you already have an account of any type, please [Click here](#) to log in and we will add this new account to your profile.  
Passwords are required to be a minimum of 6 characters in length.  
Fields marked with \* must be completed

**User Information**

User name \*

Email address \*

Password \*

Confirm password \*

### Step 2 - Enter your details

Provide company details and accept the  
Terms and Conditions.

Childcare Vouchers by **sodexo**

**Client Details**

Registration Code (if one supplied)

Fields marked with \* must be completed

**Company Details**

Company Name \*

Company Registration Number \*

Industry Sector \*

Public or Private? \*

Number of Employees \*

**Main Contact**

Contact Title \*

Contact First Name \*

Contact Last Name \*

Contact Phone Number \*

Contact Email \*

Post code \*

**Invoice Contact**

Invoice contact same as main:

Contact Title \*

Contact First Name \*

Contact Last Name \*

Contact Phone Number \*

Contact Email \*

Post code \*

**Privacy Policy**

I agree with the [Privacy Policy](#)

**Marketing Options**

I would like to receive the Sodexo newsletter

### Step 3 – Payroll schedule

Complete your company's payroll schedule  
details. Simply enter your payroll date and  
frequency.

Childcare Vouchers by **sodexo**

YOU HAVE AN OUTSTANDING MESSAGE:

**PAYROLL SCHEDULE NEEDS COMPLETING**

Home > Payroll Schedule

**New Client**  
Contract Number 818477

Your payroll is scheduled for:

Your next payroll date is:

**Payroll Schedule**

Fields marked with \* must be completed

Payroll Date \*

# How to log in to Childcare Vouchers by Sodexo

## Step 1 – Go to Sodexo Benefits and Rewards Services website

Access the Sodexo Benefits and Rewards Services website through your normal internet browser:

[www.sodexobenefitsrewards.co.uk](http://www.sodexobenefitsrewards.co.uk)

## Step 2 – Sodexo Benefits and Rewards home page

Welcome to the Sodexo Benefits and Rewards Services home page. You can either browse the useful information, or simply click 'Log in to our other services' and select 'Childcare vouchers' in the top right of the page.

## Step 3 – Log into your account

When you arrive at Log In page, enter your username and password, and select 'Log In'.



The screenshot shows the 'Childcare Vouchers by sodexo' website. At the top right, there is a green 'Help' button. The main heading is 'Log in', followed by the instruction 'Please enter your username and password.'. Below this, there are two input fields: 'Username' with a placeholder 'By default, this is your e-mail address' and 'Password'. There is a 'Remember me?' checkbox which is currently unchecked. Below the password field, there are two links: 'Don't have an account yet? [Find out more.](#)' and 'Have you [forgotten your password?](#)'. At the bottom, there is a green 'LOG IN >' button.

# 4. Navigation overview

This is your account home page.

Sections you will use regularly are located across the top navigation panel:

- [Employee Changes](#)
- [My Employees](#)
- [Invite Employees](#)
- [Place Order](#)
- [View Order History](#)

Key information on your account is visible directly from the home page:

- [Active Employees](#)
- [Changes requested by Employees](#)
- [Current Payroll Schedule](#)
- [Next Order Date](#)

Your recent order history is displayed at the bottom of the page.

Childcare Vouchers by *sodexo*

Select Profile Change Password Log out Help

Home Employee Changes My Employees Invite Employees Place Order View Order History

Home > Employer Home

RAC  
Contract Number 132

WHAT WOULD YOU LIKE TO DO?

Active Employees	4	<a href="#">View / Update</a> <a href="#">Invite Employees</a>
Changes requested by employees	4	<a href="#">View / Approve</a>
Current payroll schedule	the last working day of the month	<a href="#">Change Payroll</a>
Next order date	31-Oct-2012	<a href="#">Place order</a>

Choose a different client [Select](#)

Edit my details [Edit](#)

My Preferences [View / Update](#)

Management Report [Run Report](#)

Terms and Conditions [View](#)

RECENT ORDER HISTORY

Order Number	Date Submitted	Order Value	Delivery Date	Status	
4765	05/07/2012	£243.00	31/07/2012	Processing	<a href="#">View</a>
4706	02/07/2012	£243.00	31/07/2012	Awaiting production	<a href="#">View</a>
4427	07/06/2012	£686.00	05/07/2012	Despatched	<a href="#">View</a>

[VIEW ORDER HISTORY >](#)

# 5. Your employees

This is where you will manage your **active employee list**. From here you can:

- Edit your employees' details
- Amend your employees' payroll reference
- Set the deduction amount
- Add a note to detail the reason for change

## Delete Employees

If an employee requests to exit the scheme or leaves the company, you can remove them by simply pressing 'delete' and selecting the reason they are leaving the scheme.

## Move employees to another client's scheme

*Please note: This function is only applicable if you manage more than one client scheme.*

If an employee changes role which falls under another client scheme you manage, you can move them by selecting 'Move' and selecting the appropriate client from the drop down list.

The screenshot shows the 'Childcare Vouchers by sodexo' web application interface. The top navigation bar includes links for Home, Employee Changes, My Employees, Invite Employees, Place Order, and View Order History. The main content area is titled 'Employees List' and shows the client name 'RAC' and 'Contract Number 132'. Below this is a search form with the following fields:

- Show which types of employee? (Current scheme members only)
- BEA Band (All BEA Bands)
- Payroll Number
- First Name
- Last Name

A 'Search' button is located to the right of the Last Name field. Below the search form, the results are displayed under the heading 'Your results' in a table:

Payroll Number	First Name	Last Name	Salary Sacrifice Amount	BEA Band Description	Email Address
CN234567	John	Smith	£0.01	Post-April 2011	[Icons]
CN345678	Simon	Green	£150.00	Post-April 2011	[Icons]
CN456789	Mark	Garden	£126.00	Post-April 2011	[Icons]
CN567890	Leanne	Cotterill	£200.00	Post-April 2011	[Icons]

At the bottom of the table, there is a 'Rows per page' dropdown set to 10, a 'Go' button, and the text 'Showing rows 1 to 4 of 4.' Below the table are three buttons: 'BACK TO HOME', 'PRINT', and 'DOWNLOAD EMPLOYEES (CSV)'.

## 5.2 How to invite an employee on to the scheme



There are 4  
different ways you  
can invite  
employees to join  
your scheme

### **Option 1: Invite an Employee**

To invite one employee at a time to join your scheme, simply enter their email address and click on 'Send Invite'. The email contains a link specific to your company, which allows them to register on your scheme.

### **Option 2: Multiple Invitations**

To invite more than one employee at a time to join your scheme, you can send multiple invitations, either by typing in multiple email addresses or uploading a 'Notepad' file, ensuring each email address is on a separate line.

### **Option 3: Intranet URL**

Rather than sending an invite, you can share a company-specific link with your employees by putting it on your intranet or emails. Employees can simply click on the link to register for the scheme.

### **Option 4: Registration code**

To make it even easier for your employee to register, simply share this code. Employees can then enter this code when prompted during the sign up process. This will then ensure they are associated with your scheme.



## 5.2 cont.

### What happens next?

Whichever method you have used to invite an employee, your employees will be taken directly to the parent registration form. Your employee will then proceed through a 2-step registration process. After your employee has registered, Sodexo will send an automated 'request to join', to your account.

This allows you refer back to the employee's Basic Earning Assessment before agreeing the employee is eligible to join the scheme and the requested voucher amount is acceptable. You do this in the 'New Users and Changes' section. You need to accept this 'request to join' *before* the parent will be added to your order.

If the parent is not eligible to join or they have requested to order more childcare vouchers than they are entitled to, you can reject their request and add a note in the 'reason' box.

The screenshot shows the 'Childcare Vouchers by sodexo' website interface. At the top, there is a navigation menu with links for 'Home', 'Employee Changes', 'My Employees', 'Invite Employees', 'Place Order', and 'View Order History'. Below the navigation, the page title is 'Home > Invite Employee'. The main content area is titled 'Invite an Employee' and contains the following sections:

- Invite an Employee:** A section with a heading and a sub-heading. It includes a text input field for 'Parent's Email Address' and a green 'SEND INVITE' button.
- Multiple Invitations:** A section with a heading and a sub-heading. It includes a text input field for 'Parent's Email Address' and a green 'SEND INVITE' button.
- Intranet URL:** A section with a heading and a sub-heading. It includes a text input field for 'Parent's Email Address' and a green 'SEND INVITE' button.
- Registration Code:** A section with a heading and a sub-heading. It includes a text input field for 'Parent's Email Address' and a green 'SEND INVITE' button.

At the bottom of the page, there is a green 'BACK TO HOME' button.

## 5.3 Approving new users and making changes

### New users and changes

This is where you will manage your employee requests. From here you can:

#### ■ Approve new employees

The new users are your employees who have chosen to join your scheme; you will need to approve them before they can start taking childcare vouchers. Remember new joiners are subject to a Basic Earnings Assessment.

#### ■ Allow employees to leave the scheme

When an employee requests to leave your scheme you will need to approve this to ensure they are removed from your next order.

#### ■ Amend salary sacrifice amounts

Employees can request to change their salary sacrifice amount; you will need to approve this before the new amount is reflected in your order.

The screenshot displays the 'Childcare Vouchers by sodexo' interface. On the left, the 'Employee Changes' section shows a table titled 'New users and changes' with the following data:

Postal Reference	First Name	Last Name	Requested Date	Requested amount (£)	Change Year	BA Status	Accept
SD123456	Jamie	Jones	18/06/2012	243.00	Jobbing scheme	Post-April 2011	<input type="checkbox"/>
CH123456	Fred	Brown	24/05/2012	0.00	Leaving scheme	Post-April 2011	<input type="checkbox"/>
CH156789	Mark	Gordon	24/05/2012	215.00	Amendment	Post-April 2011	<input type="checkbox"/>
	Leanne	Jones	17/07/2012	700.00	Jobbing scheme	Post-April 2011	<input type="checkbox"/>
PI22345	Leanne	Cobbell	23/06/2012	200.00	Jobbing scheme	Post-April 2011	<input type="checkbox"/>

On the right, the 'Salary sacrifice agreement' form is visible, showing fields for 'Approved for', 'Current Deduction amount (£)', and 'New Deduction amount (£)', along with a 'Submit' button.

If you are **happy** with the requests, you can either:

1. **Accept** from the 'Employee Changes' screen by selecting the 'Accept' tick box and press 'submit'.
2. **Accept** from the 'Salary Sacrifice Agreement' screen by selecting 'View' to see more information on the selected employee, and if happy, clicking 'Accept' at the bottom of the page.

If you are **not happy** with the request, you can:

1. **Reject** from the 'Salary Sacrifice Agreement' screen by selecting 'View' against the relevant employee and:

- Edit the salary sacrifice amount (if applicable)
- Add a note in the 'Reason for Change'
- Click 'Submit'

# 6. Managing your orders



# 6.1 Placing an order

You have two ordering options:

## Option 1: Placing your normal order

Your normal order is the one you place in accordance to your payroll schedule. To place your normal order, you will follow a 2-step process:

### Step 1: Check order details

- Select 'Normal Order' on the place order screen then click 'Continue'
- Check, and edit if necessary, the voucher amount for each employee
- If you are happy with the order, click 'Continue'
- If you want to remove an employee, click 'Remove'

### Step 2: Place order

- Preview order screen
- If required, add an order reference and management fee reference
- Specify delivery date

**Please Note:** To save you time, your normal order can be placed automatically by switching on the 'Auto-Ordering' functionality, which can be found in the 'My Preferences' section.

## Option 2: Placing an additional order

An additional order is useful if you have a new starter, or if an employee was missed off your normal order. To place an additional order, you will follow a 3-step process:

### Step 1: Add additional employees

- Select 'Additional Order' on the Place Order Screen
- Search for the additional employee(s) by Payroll Reference, First or Last Name
- Select the relevant employee and click 'Add'

### Step 2: Check order details

- Check the voucher amount and edit if necessary
- If you are happy with the order, click 'Continue'
- If you want to add more employees, click 'Add More'

### Step 3: Place additional order

- Preview additional order screen
- If required, add an order reference and management fee reference
- Specify delivery date

## 6.2 Order history

The screenshot displays the 'Childcare Vouchers by sodexo' user interface. At the top, there is a navigation bar with links for Home, Employee Changes, My Employees, Invite Employees, Place Order, and View Order History. The main content area shows the 'Order History' page, which includes a search range for delivery dates (From: 18/06/2011, To: 25/06/2012) and a table of orders. Below this, a 'RECENT ORDER HISTORY' section shows a summary of the most recent order.

Order Number	Date Submitted	Order Value	Delivery Date	Status	
4427	07/06/2012	£886.00	05/07/2012	Processing	View

Order Number	Date Submitted	Order Value	Delivery Date	Status	
4427	07/06/2012	£886.00	05/07/2012	Processing	View

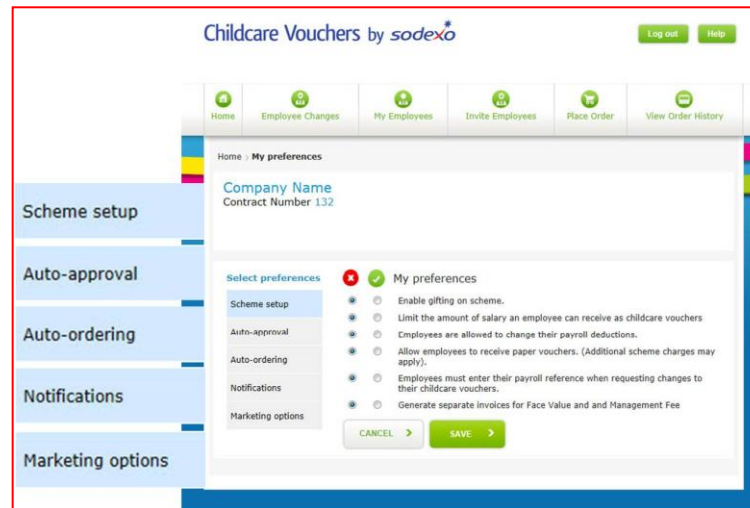
Your **Full Order History** is available by selecting 'View Order History' on the 'Order History page'.

You can view your full order history by selecting a '**from**' and '**to**' Date. You can also view the status of your order, for example whether it is 'Processing' or 'Complete'.

Your **Recent Order History** is always displayed at the bottom of your home page. The status of your recent orders e.g. 'Processing' or 'Complete' can also be seen.

# 7. Managing your scheme set up

Once you have associated your childcare providers with your account, you can pay your childcare provider(s).



# 7.1 Your preferences

The 'My Preferences' section is there so you can tailor the scheme to meet your businesses' needs and adjust the amount of time you spend running your scheme.

**There are 5 groups of options:**

- Scheme setup
- Auto-approval
- Auto-ordering
- Notifications
- Marketing options

All of these elements can be tailored to meet your preferences.

## 7.1.1 Scheme set up

Scheme setup allows you to customise your settings to manage the scheme to meet your businesses' needs. You can enable or disable:

- Gifting on your scheme
- Limiting the amount of salary an employee can receive as childcare vouchers
- Employee's ability to change their payroll deductions
- Employee's ability to be able to receive paper vouchers

**Always remember to click save when you have made changes.**

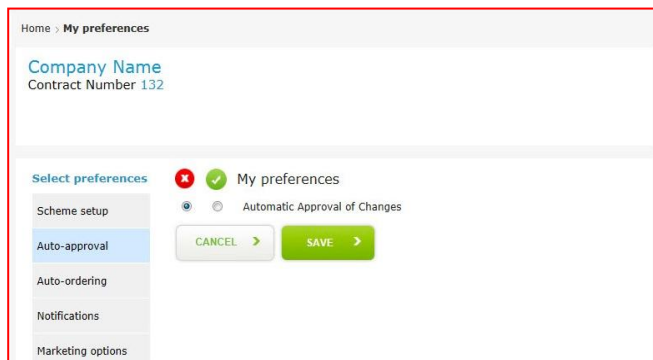
The screenshot shows a web interface for 'My preferences'. At the top, it says 'Home > My preferences'. Below that, it displays 'Company Name' and 'Contract Number 132'. A sidebar on the left lists five preference categories: 'Scheme setup', 'Auto-approval', 'Auto-ordering', 'Notifications', and 'Marketing options'. The 'Scheme setup' category is selected. The main content area shows a list of preferences under the heading 'My preferences'. Each preference has a radio button, with the first one being selected. The preferences are: 'Enable gifting on scheme.', 'Limit the amount of salary an employee can receive as childcare vouchers', 'Employees are allowed to change their payroll deductions.', 'Allow employees to receive paper vouchers. (Additional scheme charges may apply).', 'Employees must enter their payroll reference when requesting changes to their childcare vouchers.', and 'Generate separate invoices for Face Value and and Management Fee'. At the bottom of the form are two buttons: 'CANCEL' and 'SAVE'.

### 7.1.3 Auto-approval

With auto-approval, you can let the system automatically accept any changes requested by your employees on your behalf – such as joining or leaving the scheme.

- This feature will always be disabled in your default configuration
- To enable, simply select the Arial button under the green tick and click 'save'
- If you decide to enable this function, we would suggest, in [Notifications](#), you enable the alert to 'Send me a list of employees who have requested changes to their salary deductions before each order' – this will allow you to check everything is correct before placing your order.

**Always remember to click save when you have made changes.**



Home > My preferences

Company Name  
Contract Number 132

Select preferences  My preferences

Scheme setup  Automatic Approval of Changes

Auto-approval

Auto-ordering

Notifications

Marketing options

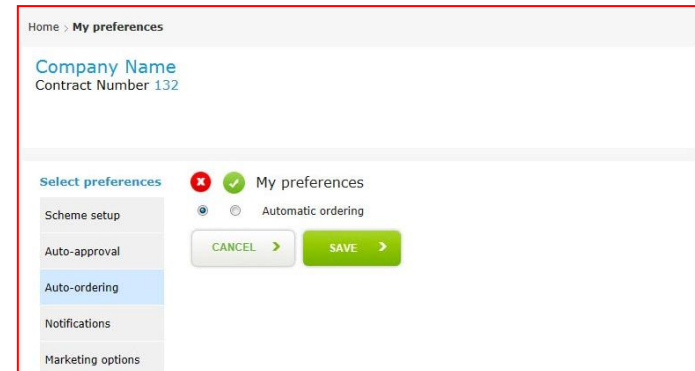
### 7.1.4 Auto-ordering

With auto-ordering, you do not have to go into every payroll period e.g. monthly to place an order. The system will automatically order for you.

This feature will always be disabled in your default configuration. To enable, simply select the Arial button under the green tick and click 'save'.

If you enable this function, we would suggest, in [Notifications](#), you enable the alert 'Send me a list of employees who have requested changes to their salary deductions before each order' – so you can check everything is correct before the system automatically places your order

**Always remember to click save when you have made changes.**



Home > My preferences

Company Name  
Contract Number 132

Select preferences  My preferences

Scheme setup  Automatic ordering

Auto-approval

Auto-ordering

Notifications

Marketing options



# 7.1.5 Notifications

## 7.1.5 Notifications

Within Notifications, you can configure your email alerts to help in the smooth running of your scheme.

You can enable or disable alerts to notify you when:

- Your order has been despatched
- Your order is being processed
- Your order is due (before each payroll period)
- An employee requests a change to their salary deduction

You can also enable or disable the system to send:

- A list of employees who have requested changes to their salary deductions before each order
- A weekly email listing employees who have requested a change to their salary deductions

**Always remember to click save when you have made changes.**

Home > My preferences

Company Name  
Contract Number 132

Select preferences

- Scheme setup
- Auto-approval
- Auto-ordering
- Notifications
- Marketing options

My preferences

- Send me an email when my order has been despatched.  
[View recipient List](#)
- Send me an email when my order is being processed.  
[View recipient List](#)
- Have an order reminder email sent each payroll period
- Send me an email as soon as an employee requests a change to their salary deductions.  
[View recipient List](#)
- Send me a list of employees who have requested changes to their salary deductions before each order.  
[View recipient List](#)
- Send me an email each week listing employees who have requested a change to their salary deductions.  
[View recipient List](#)

CANCEL > SAVE >

## 7.2 My details

**My Details** is the section where we hold all the information about you, our client. The following information can be found here:

- Company Details
- Main Contact
- Invoice Contact
- Marketing Options

Please ensure you keep this contact information **up to date** as any communication or updates regarding your scheme will be sent to the details saved in this section.

Childcare Vouchers by *sodexo* [Log out](#) [Help](#)

Home Employee Changes My Employees Invite Employees Place Order View Order History

Home : Employer Home

Company Name  
Contract Number 132

WHAT WOULD YOU LIKE TO DO?

Active Employees	4	<a href="#">View / Update</a> <a href="#">Invite Employees</a>
Changes requested by employees	2	<a href="#">View / Approve</a>
Current payroll schedule	the last working day of the month	<a href="#">Change Payroll</a>
Next order date	31-Jul-2012	<a href="#">Place order</a>

Edit my details [Edit](#)

My Preferences [View / Update](#)

Management Report [Run Report](#)

Terms and Conditions [View](#)

RECENT ORDER HISTORY

Order Number	Date Submitted	Order Value	Delivery Date	Status	
4427	07/06/2012	£686.00	05/07/2012	Processing	<a href="#">View</a>

[VIEW ORDER HISTORY >](#)

## 7.3 Management report



The **management report** is a new functionality that will allow you to quickly and easily run a report on the active employees on your scheme. This report states:

- How many vouchers have been purchased
- The savings you have made

## 7.4 Terms and conditions



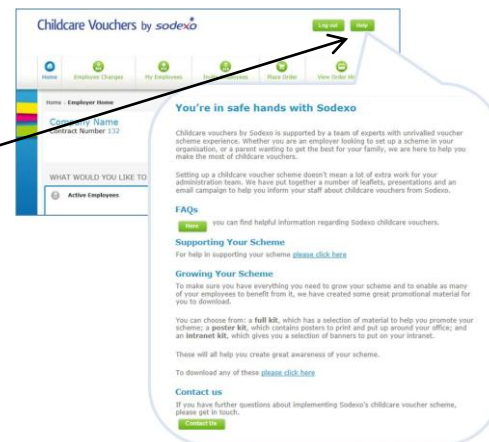
### Terms and Conditions

If you would like to refer back to the terms and conditions at anytime, you can view these from the homepage.

## 8. Help section

At the top, right of every page there is green 'Help' button.

Within the Help section, you will find useful information.



- **FAQs**

Containing useful information regarding Sodexo childcare vouchers.

- **Supporting Your Scheme**

A range of leaflets and forms e.g. Salary Sacrifice Agreements, to support you in getting your scheme up and running.

- **Growing Your Scheme**

Promotional material for you to download to ensure you have everything you need to grow your scheme, enabling as many of your employees as possible to benefit.

- **Contact Us**

If you have any further questions about implementing Sodexo's childcare voucher scheme, our contact details can be found here.



## We are here to help you!

We hope this guide has helped you with any questions you had on your Sodexo account.

If you require further information, please call our friendly customer care team on **0800 328 7411** between 08:00 and 18:00, Monday to Friday, or email [customercare.br.uk@sodexo.com](mailto:customercare.br.uk@sodexo.com)

**Thanks,  
Sodexo**